



## Milwaukee County Behavioral Health Division *Provider Newsletter*

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### *Letter from the Administrator*

Mike Lappen

*Dear Providers,*

When I look at all of the events, activities and celebrations happening in Milwaukee this summer, I see so much that we can be proud of. However, I am most impressed by the collaborations happening between BHD staff, our partners and community members that are improving the quality of lives for the people we serve.

One group I want to highlight is our nurses. BHD's nurses provide the best care to the most vulnerable people in our community. We were proud to welcome new nurses to our team thanks to BHD's recent nurse recruitment campaign. We were also able to share more about the importance of mental health nursing and the barriers that stigma create, especially in neighborhoods of color, with Sherwin Hughes on WNOV's "The Voice" earlier this month.

We continued this conversation throughout May, Mental Health Awareness Month. We launched a campaign that fostered conversation about mental health, including a book drive that collected more than 1,000 books for kids in need to support healthy development and reading among youth. We also hosted a Community Conversation on mental health services, facilitated by the Zeidler Center for Public Discussion. Nearly 70 of our providers, partners, staff, and community members attended and provided valuable feedback.

All feedback we received at the Community Conversation supported our planning for BHD's 2018 budget. We released our 2018 budget request narrative this month and look to you for your final thoughts and feedback prior to our June 29 board meeting. The narrative provides a detailed description of the organization's proposed budget. You'll find more information on this in our newsletter below.

Lastly, we had a few big announcements this quarter. Three members of our BHD leadership team were



elected to the Wisconsin Psychiatric Association Executive Council: Dr. John Schneider, Dr. Clarence Chou, and Tony Thrasher. Congratulate them when you can.

We also had a bittersweet announcement. DHHS Director Héctor Colón, will be leaving his position to become CEO of Lutheran Social Services. As a community organization that works with many of our providers, we look forward to working with Héctor as a partner, even though we will miss him as our leader at DHHS.

I invite you to continue reading to learn more about BHD's updates and all of the great things happening below. As always, thank you for your continued support and commitment to provide excellent services to our community. I look forward to seeing what we will accomplish together in the next coming months.

Thank you,

Mike Lappen

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## ***BHD Medical Staff Elected to WPA Executive Council***

Milwaukee County Behavioral Health Division announced last month its staff's election to the Wisconsin Psychiatric Association Executive Council for the 2017 – 2019 term. Dr. Tony Thrasher, Medical Director of Crisis Services, is being elected the Milwaukee Chapter President. Dr. Clarence Chou, Psychiatrist, is being re-elected APA Assembly Representative. Dr. John Schneider, Chief Medical Officer, is being elected President-Elect of the WPA.



"We are proud of our Behavioral Health Division medical staff for their leadership," said Mike Lappen, Administrator for the Milwaukee County Behavioral Health Division. "As leaders in their profession, these individuals are helping to shape national best practices models to improve the way we deliver care, train staff and work with our partners to continually improve. Their work creates better outcomes for the people we serve."

John Schneider, MD was first elected as a Councilor-at-Large to the WPA Executive Council in May 2011. He served two 2-year terms in that capacity. In 2015, he was elected Milwaukee Chapter President, and served in that role from 2015-2017. His 2-year term as President-Elect officially begins May 22nd after which he will serve his two-year term as WPA President from May 2019 to May 2021. He has also served as the WPA Conference Chair for two recent educational conferences, both of which drew strong attendance. In his role as President-Elect, Schneider will have the opportunity to provide vision to the organization and select

initiatives to move forward.

"I believe it is important to give back and serve our members, our interests, and our patients. We stand at a turning point in both professional medicine and in society," says Schneider. "We need leadership to articulate our unique role in the care and larger dialogs of complex multi-stakeholder transactions. In a treatment team, it is our role to stand for patient-centered choice in the context of excellent evidence-based care. Similarly, we need to help our profession and guide the larger societal dialogs to ensure the reduction of stigma and the continued advancement of care and choice for patients and families we care for."

Clarence Chou, MD has served on the Executive Council, without interruption since 1991. He began as the Milwaukee Chapter President. He was elected as a Councilor-at-Large for the 2001-2003 term. He also served as Treasurer and Secretary for two years each. Following, he was then elected in 2003 as WPA's Assembly Representative to the American Psychiatric Association and has continued to serve in that capacity to present. (Learn more about his role as Assembly rep [here](#).) With the WPA, Chou also served on the program committee, membership committee, and newsletter committee.





In his role as Assembly Representative, Chou will act on behalf of the organization's 400 psychiatric physician members who are committed to continuously improving quality treatment for persons with mental illnesses. He will address issues of scope of practice, maintenance of certification, electronic health records, teaching our students, training our residents and fellows, integration of psychiatry into models of health care delivery, and access/parity/financing issues (as it relates to the proposed changes in the health care laws).

Tony Thrasher, DO was first elected into WPA leadership as a Councilor-at-Large in 2015. As a result of the most recent election, he will serve as the WPA's Milwaukee Chapter President through May 2019. He is also the conference chair for the 2017 Fall Conference, taking place Oct. 5-6, 2017 in Milwaukee.

[View press release](#)

## *Acute Care Psychiatric Hospital Provider Update*



The Milwaukee County Mental Health Board (MCMHB) is working to select a provider who will partner with BHD to develop and operate an acute care hospital in Milwaukee County that will serve individuals with mental illness, including those with severe mental illness. This step is part of BHD's work to become a national leader in behavioral health care by both expanding community-based access to care and by providing the highest quality services in a new, state-of-the-art psychiatric hospital. The new hospital is still years away, but the MCMHB expects to select a partner by the end of 2017.

How will the provider be selected? The MCMHB formed a Joint Task Force committee in 2015 to lead this process. The Joint Task Force is comprised of members of the Mental Health Board, BHD administration, community mental health leaders and individuals with lived experience. Members have done significant due diligence on national providers throughout this lengthy process and May 4, a new local coalition stepped forward with an interest.

Today the JTF is completing its due diligence on the national provider, Universal Health Services, and gathering information on the Milwaukee Coalition which is comprised of Ascension Healthcare, Rogers Behavioral Health and Children's Hospital of Wisconsin. The Joint Task Force decision will be based on what is best for the individuals BHD cares for - those with severe mental illness regardless of their payor source or ability to pay. There's a lot of work ahead this year.

- [Milwaukee health systems to propose mental health hospital](#)
- [Proposed psychiatric hospital for Milwaukee area to get review](#)
- [Correct Care Solutions exits bidding for Milwaukee County psych hospital](#)

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## *Provider Highlight: Empathetic Counseling Services*

As a connector to resources in our community, BHD relies on its providers to provide the best care to our community. For the past six years, Empathetic Counseling Services (ECS) has provided certified mental outpatient services, substance abuse outpatient treatment, anger management, daily living skills, GED training, housing assistance, and community employment to serve Milwaukeeans with behavioral health needs. For one couple, the help couldn't come soon enough.

Just over a two years ago, a couple was experiencing substance abuse issues that led them to lose guardianship of their children. They were connected to BHD's provider ECS, where they received treatment, counseling, and additional support. ECS helped them treat their addiction and manage the behavioral health needs. They also provided them with resources and tools to build their parenting skills. These were the services they needed to keep their family together.

"One day, there was a knock on the door," says Tanya, director at Empathetic Counseling Services. "The couple was standing there - they had recovered their kids and their lives back together. They wanted to thank everyone who helped regain their lives on track in person."

This is just one example of the life-changing services BHD partners provides to the community.

ECS, a small, faith-based organization has grown as an organization due to their partnership with BHD. ECS staff attends BHD trainings, learning from other specialists and consultants. Together, BHD and providers like ECS develop best practices and new ways to serve our community.

"BHD has excellent collaboration," says Tanya. "There is always somebody to answer your questions, and if they do not have the answer, then they will find someone who does. The people at BHD are always there to assist and equip our organization with whatever we need."

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## *Save the Date!*

### **Next Provider Meeting**

**Thursday, August 10  
8 a.m. - 11 a.m.**

**Coggs Human Services Center, Room 104  
1220 W. Vliet Street**



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## ***BHD 2017 Budget Request Narrative available now!***

After a lengthy and public process, the Milwaukee County Behavioral Health Division (BHD) posted the [2018 budget request narrative](#) this month. The narrative provides a detailed description of the organization's proposed budget. The planning process this year provided more opportunities than ever before for the public to contribute ideas to shape BHD's budget.

Budget request items carried over from 2017 currently include:

- Two additional CART teams
- Continued partnership with Milwaukee County Department of Health and Human Services Housing Division and their initiative to end chronic homelessness
- Continued investments in electronic medical records optimization, and Comprehensive Community Services (CCS) expansion.

The 2018 budget request narrative currently proposes many changes, including but not limited to:

- CCS adult enrollment increase to serve 1,110 individuals
- CCS children enrollment increase to serve 100 individuals
- Targeted case management (TCM) unit increase of five percent
- Investment to explore a peer run respite
- Intensive outpatient placement program implementation
- AODA residential investment and increased capacity for detox admissions
- Transit subsidy
- State institution budget expansion
- A part-time mental health board analyst.

***"We encourage the community to [review the budget request narrative](#) in detail and provide any final thoughts for consideration," said Randy Oleszak, Chief Financial Officer for BHD. "Staying true to the process we've put in place, we continue to have a variety of ways that the community can share this feedback."***

People can contribute feedback in any of these ways:

1. ONLINE: Complete the [online feedback form](#) before June 23, 2017.
2. IN PERSON: Speak out at the June 29, 2017 board meeting during the public comment session. All comments will be limited to three minutes.
3. AMENDMENT: As part of BHD's budget process, the public can ask a Mental Health Board Member to sponsor an amendment. An amendment can be submitted between June 8 and June 23, 2017. You can [contact a board member](#) with a brief description of your idea. The board member may then choose to sponsor a formal amendment to the finance committee. Only members of the Mental Health Board may submit amendments. All amendments will be discussed and voted on at the Finance Committee meeting on June 29.

This budget narrative will be presented to the Mental Health Board on June 29. The Board will vote on the budget on July 6 and the budget will be submitted to the County Executive's Office on July 14.

[View budget request narrative](#)

[View budget schedule](#)



This May, the Behavioral Health Division hosted a month-long campaign to [foster community conversation around behavioral health](#) during Mental Health Awareness Month. The campaign kicked off on Children's Mental Health Day - May 4, with a community conversation facilitated by the Zeidler Center to gather community feedback on behavioral health issues and priorities for the 2018 budget. Nearly 70 people attended to share feedback and ideas (see below for a summary).

Each week we put a spotlight on new behavioral health topics: dedicated specialists including behavioral health nurses, [children's behavioral health resources](#) and [prevention activities](#) like a book drive to promote reading. Our employees across DHHS (and even some partners) helped us collect more than 1,000 books! We encouraged our partners to get involved in the conversation by [downloading our toolkit](#), [sharing our video](#) and engaging in conversations online using [#myMHconvo](#).

Coming off of the success of Mental Health Awareness Month, we know the conversation does not stop here. BHD is committed to keeping the conversation going and invites you to engage in the discussion by using [#myMHconvo](#) and [sharing our video](#). Let's work together to inform more people of the services and help that is offered in our community through our BHD providers.

#### Mental Health Awareness Month in the news:

**WISPOLITICS.COM**

- [Milwaukee Co. Exec. Abele: Kicks off Mental Health Month, encourages conversations about mental illness](#)

 **WISCONSIN HEALTH NEWS**

- [Mental Health Services: A Community Conversation](#)



- [Dr. Steven Dykstra of Milwaukee Co. Behavioral Health Division on how to address anxiety in children in concert attack aftermath](#)

**Lake Effect**

- [The Three Pillars: A Focus on Children's Mental Health](#)

  
"THE NEWSPAPER YOU CAN TRUST SINCE 1964"

- [Three Steps for Children's Mental Health](#)
- [Breaking the Mental Health Stigma Begins with Educating the Community](#)

# Community Conversation Recap



As part of Mental Health Awareness Month, BHD hosted a Community Conversation on Mental Health Services, facilitated by the Zeidler Center for Public Discussion on May 4 at the Hillside Terrace Resource Center. Early 70 community members, providers, people with lived experience, family members and more participated in listening circles and feedback forums with Zeidler Center facilitators. The participants were asked to respond to questions and share their input on ways to improve mental health services in Milwaukee.

Here are some key themes and takeaways:

Opportunities for change:

- More housing options
- Integrate holistic care with trauma services
- Crisis services expansion

Current barriers in receiving/assessing mental health services:

- Health insurance costs
- Lack of local services and transportation
- Interference from the criminal justice system with treatment
- Negative stigma and lack of education surrounding mental health
- Not enough awareness of the services offered

Participants left the discussion optimistic, planning to continue the discussion around breaking down barriers for those in need of behavioral health services.

The Mental Health Board incorporated much feedback from these findings in their 2018 [budget request narrative](#).

[View the full report from Zeidler Center](#)

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## Northside Center - Progress a glance

When Milwaukee County embarked on its planning to develop an accessible location to provide integrated behavioral and medical care to the community, we first looked at the population most served by the Behavioral Health Division. To provide vital services to the population most in need, we established that the new center will be located in Milwaukee's northwest side.

Starting in 2016, we hosted several community conversations to gather input on the needs of the specific community that they location would serve. We talked to providers, parents, people with lived experience and more. From here, we developed the list of programs and services that need to be offered at the center to meet the needs of these community members.

then were able to create an overview of what the center's layout would need to be to accommodate these programs and services. This gave the team an idea for size and makeup of the facility. We also talked to several other sites in the Midwest who also integrated care centers to validate what we're doing and to incorporate best practices into our planning

With this information our site selection team developed a criteria to begin searching for the ideal location. Criteria including, but not limited to:

- Building Features: size, entrances, security, clinic services, community space for support groups and education, coffee shop, crisis services

- Campus features: Bus line access, parking, social services, grocery stores, pharmacy to meet basic needs

**The potential facilities have been narrowed down to two possible sites. One is a new construction site and another is an existing location.**

We worked with a firm to provide cost estimates of these locations. Estimates have been completed and we are now awaiting final budget approvals to guide the decision for the location of the new Northside Center.

## ***Status Update***

### COMPLETE:

- Community Conversations
- Site assessments
- Meetings with developers and an initial meeting with the Department of City Development

### IN PROGRESS:

- Cost estimations/Financial assessments
- Site selection (Northwest Milwaukee)
- Naming of the center
- Concept development

### TO COME:

- Continue conversations to add more perspective
- Identify partner providers (primary care, pharmacy, etc.)
- Identify and implement technology required to provide integrated services

***Sign up for news on  
our Northside Center!***

Submit your email here

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## ***DHHS Annual Report to the Community***



The Milwaukee County Department of Health and Human Services (DHHS) had an incredible year in 2016. This year's Report to the Community is full of many heartwarming stories from Milwaukee County residents



who benefited from programs across all of our divisions, as well as highlights from key initiatives.

Here are some of BHD's accomplishments shared in the report:

- 10,000+ Milwaukee County residents are served each year through the Community Access to Recovery Services (CARS) Mental Health Services and Wiser Choice programs.
- Trauma Response Teams (TRT) that pair a Milwaukee police officer with a BHD professional continued to provide help to residents under age 18 who have witnessed violence or been exposed to trauma.
- BHD added a third Crisis Assessment Response Team (CART) to respond to individuals who have experienced a crisis in the community.
- We added six times as many certified peer specialists in Milwaukee County.

[View full report](#)

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## *Nurse Recruitment Update*



From February to May you may have seen it on a bulletin board, heard it on the radio or even on Facebook - BHD is hiring. BHD's nurse recruitment campaign ran from February to May and attracted many highly qualified candidates interested in helping BHD grow as a national leader in behavioral health care. The campaign's goal was to create awareness that BHD is open and hiring. This caught the attention of candidates who understood the importance of mental health nursing in fighting stigma and caring for a population in need.

BHD is exploring extension opportunities for the campaign to continue to attract highly qualified candidates.

[Join the BHD team!](#)

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## *Calendar of Events*

### June is Men's Health Month

This month there is heightened awareness of preventable health problems, early detection, and treatment of diseases impacting men and boys. Talk with your doctor regarding the health screenings that apply to you.

- [Tips on healthy living for men.](#)

- Check out [United Health Care's June wellness newsletter](#) and the [Employee Assistance Newsletter](#).

## Tuesdays (starting June 20 through end of October)

Farmers Markets by the Children's Hospital in Milwaukee County

12 p.m. - 5 p.m.

In the parking lot behind Children's Hospital Curative Rehab building off of Connell Avenue and 92nd Street.

For a comprehensive list of farmer's markets, click [here](#).

### Thursday, June 22

Mental Health Board Meeting  
(no public discussion)

8 a.m.

Zoofari Conference Center  
9715 West Bluemound Road  
Milwaukee, WI 53226

### Thursday, June 29

Mental Health Board Public Comment Hearing

2:30 p.m.

Mental Health Complex  
9455 West Watertown Plank Road  
Milwaukee, WI 3226

[Learn more](#)

### Tuesday, June 27

Community Alliance Against Drugs (CAAD)  
Tuesday Night in the Park

6:30 p.m. - 8:30 p.m.

West Allis Veterans Park and Satellite Station  
West Allis, Wisconsin 53214

[Learn more](#)

### Thursday, July 6

Budget Vote  
(No public comment)

8 a.m.

American Serb Hall 5101 W. Oklahoma Avenue

[Learn more](#)

### Wednesday, June 28

MC3 Change Agent Orientation

10 a.m. - 11:30 a.m.

9455 Watertown Plank Road  
Milwaukee, WI 53226

[RSVP and learn more](#)

### Thursday, August 10

BHD Provider Meeting

8 a.m. - 11 a.m.

Coggs Human Services Center,  
1220 W. Vliet Street.  
Milwaukee, WI 53205  
Room 104

### Thursday, August 24

Mental Health Board Meeting  
(no public discussion)

8 a.m.

American Serb Hall 5101 W. Oklahoma Avenue

[Learn more](#)

### Wednesday, June 28

New Webinar: How to transition your emergency shelter to a low-barrier and housing focused shelter model.

1 p.m. - 2:30 p.m.

*This webinar is the newest in a series by the Alliance on effective emergency shelter, and features leaders who will address common questions and concerns regarding low barrier shelter, including how to maintain a safe environment, substance abuse, and helping staff make the shift.*

[Register here.](#)

### Wednesday, August 16

2017 CARS NIATx Collaborative Meeting

9 a.m. - 10 a.m.

BHD CARS  
44B Training Room  
9455 W Watertown Plank Road  
Milwaukee, WI 53226

### Thursday, June 29

Rapid Re-Housing for Youth Learning Community -

### Thursday, September 28

Mental Health Board Public Comment Hearing

Webinar

2 p.m. ET

[Register here.](#)

4:30 p.m.

Washington Park Senior Center 4420 W. Vliet  
Street (Public Comment)

[Learn more](#)

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## *BHD in the News*



[Milwaukee County's Héctor Colón named next CEO of Lutheran social-service agency](#)



[In Harm's Way: Children are drug epidemic's innocent victims](#)



[In Harm's Way: Children are drug epidemic's innocent victims](#)



[Milwaukee Responds to the Opioid Epidemic](#)



[Tiny homes project in the works to assist homeless](#)

[Heroin at work; Opioid epidemic can spread into the office](#)

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*Have something you'd like us to include in our  
next newsletter?*

[Submit Here](#)

